



Income Supports and Supportive Services Subgroup Meeting Minutes January 16, 2009

Items Relevant to Other Workgroups

- *Community Building and Communications Workgroup:* The ISSS subgroup referred an action to the CBC workgroup, to examine barriers to educating consumers about the benefits to which they are entitled. The action would include identifying best practices or promising approaches for educating consumers about benefits.
- *PIMIT Workgroup:* The subgroup continues to investigate the feasibility of a service provider database or resource portal.

Attendees

- *Chuck Jones*
- *Pat Caruso*
- *Liz Kline*
- *Cathy Truss*
- *Betty Zylstra*
- *Jeff Kaplow*

Discussion Items

Discuss Progress and Review Action Plan

Action #1: Review status of efforts to provide supportive services in Michigan

- Paul is the lead for the best-practices portion of this action, but is not in attendance. He had solicited views from other subgroup members, and we will request he update the subgroup on his progress at the next meeting.
 - We will need to move the timelines for these actions back to February.
 - Betty will get in touch with Paul to provide information on her organization in Grand Rapids.
- Pat volunteered to be the lead on the second part of this action, identifying barriers to the provision of supportive services.

Action #2: Revisit the 2-1-1 system

- Cathy has been in touch with Nancy Lindman, but Sherry Miller may be a better contact for the subgroup. Cathy will contact Sherry to get more information before the next meeting. Scott Dzurka, a subgroup member, may also be a good contact for this and other actions.
- This action ties in with ongoing plans to expand the 2-1-1 system.

Action #3: Investigate database or resource portal possibility

- Cathy has spoken to DIT and will continue to seek information on the business portal project.
- The subgroup may benefit from the employee portal initiative being pursued by GWAT, a group of state government officials looking at ways to improve government.
- Any resource portal would need to have links with the database maintained by 2-1-1.

Action #4: Examine the use of SOAR and limits to SOAR training in Michigan

- Monica Bellamy, a subgroup member, would be a good person to lead this action. Chuck will contact Monica to request her involvement. Liz volunteered to work on this action as well. They will identify barriers to success and strategies to overcome those barriers by the next subgroup meeting.

Action #5: Review United Way benefits software evaluation

- Chuck serves on a benefits access committee that is looking at this project. He volunteered to keep the subgroup updated on its progress.

Action #6: Examine barriers to educating consumers about the benefits to which they are entitled

- The subgroup believed that this action was better suited to the community-building and communications workgroup. Jeff will flag this action for the communications workgroup facilitator and remove it from the action plan. This task may also benefit from the involvement of someone from the DHS communications office—Chuck will contact them.

Action #7: Identify strategies for overcoming transportation barriers that prevent access to income supports and supportive services

- Cathy is still working to identify a participant from the Department of Transportation.
 - It may be useful to add a co-lead for this task from the income supports part of the subgroup.
- The Southeast Michigan United Way is using mapping software to look at public transportation, housing, and other issues. California did something similar, and these examples might be useful to the subgroup.
 - It will be important to consider transportation issues in both urban and rural contexts, as solutions will be quite different.

Other Issues

- It is important to boost participation in the subgroup.
 - Pat volunteered to contact each subgroup member to gauge their level of participation. Jeff will send Pat the list of subgroup members.
 - Members suggested that more face-to-face meetings could encourage participation.

Tasks Completed

- Reviewed action plan.
- Shared progress on current actions.
- Assigned tasks for next meeting.

Tasks Assigned

- *All:* Provide input to action leads on their respective tasks. Those not assigned to an action should contact the action lead to get involved.
- *Chuck:* Contact Monica to seek her involvement in the SOAR training action. Contact DHS communications about involvement in communication task.
- *Betty:* Contact Paul to provide input on action 1.

- *Cathy:* Contact Sherry Miller for more information on 2-1-1. Continue work on database and resource portal task. Continue work on transportation task.
- *Paul:* Continue work on best-practices, incorporating member input. Provide update to subgroup at next meeting
- *Pat:* Begin work on barriers to supportive services, compiling input from other workgroup members. Contact subgroup members to gauge level of participation.
- *Dave:* Continue work on database and resource portal task.
- *Monica:* Work with Liz on SOAR training action.
- *Liz:* Work with Monica on SOAR training action.
- *Jeff:* Update action plan and transcribe meeting minutes. Flag consumer education action for communication workgroup.

Next Meeting

- The next ISSS subgroup meeting is scheduled for Friday, February 6 at 1:30 pm.
 - Future meetings are scheduled for the first Friday of each month at 1:30 pm.
 - There also will be a meeting of the larger EISSS working group soon.